

Bissell Centre Complaints Policy

INTRODUCTION

This policy and procedure applies to complaints received by Bissell Centre about our activities, programs, services, staff or volunteers.

TYPES OF COMPLAINTS

Complaint Defined: An expression of dissatisfaction about the service, actions, or lack of action by Bissell Centre as an organization, staff member, or volunteer acting on behalf of Bissell Centre.

Examples include, but are not limited to:

- Perceived failure to do something agreed upon
- Failure to observe policy or procedures
- Error made by a staff member/volunteer
- Unfair or discourteous actions/statements by staff member/volunteer

Anyone personally affected can complain and their complaint will be reviewed in accordance with this procedure.

GUIDING PRINCIPLES

Bissell Centre is committed to:

- Dealing with all complaints promptly and resolving them quickly.
- Maintaining confidentiality at all times and under all circumstances.
- Reviewing all complaints fairly, impartially and respectfully to all parties.
- Advising the complainant of their options and escalating their complaint to a more senior staff person if they are dissatisfied with the treatment or outcome.
- Providing complainants with a clear and understandable reason for decisions relating to complaints.
- Updating complainants during the review process.
- Continuous learning in which complaints will be used to assist in improving services, policies and procedures.

We recognize that there may be complaints and as such, you, our stakeholders, have the right to communicate and express your concerns; these concerns will be reviewed in accordance with this procedure.

PROCEDURE

Complaints can be submitted in person or by fax, email or mail to the attention of “Complaints”. Complaints will not be considered if they are submitted anonymously.

Bissell Centre
 10527-96 Street
 Edmonton, Alberta T5H 2H6
 Fax: 780.429.7908
 Email: complaints@bissellcentre.org

Complainants should provide the following:

1. Your name and information on how you/your organization may be contacted.
2. A complete description of the facts and circumstances of the situation to be considered.
3. Any supporting documents or other materials relevant to the complaint.

Bissell Centre support staff may assist complainants with lodging their complaints. Where there are third parties involved, the circumstances and substance of the complaint may also be communicated to them.

There is a presumption of innocence about organizations against which allegations are made and they will be given an opportunity to make a full response. Other individuals or organizations concerned with the complaint may also be given an opportunity to submit information if such information is relevant.

Every effort should be made to resolve complaints received in a timely fashion. When receiving a verbal complaint, staff should listen and seek to understand the complaint, and may attempt to resolve it immediately. Complaints received in writing should be acknowledged within 2 business days and staff should attempt to resolve the matter within 10 business days. Where a complaint cannot be easily resolved, it should be escalated to the relevant Leadership Team member. If the Leadership Team member cannot resolve the complaint, it will be escalated to the office of the CEO. If the complaint is about the CEO office, it will be handled by the Board Chair and/or the Chair of the Human Resources, Nominating & Governance Committee. Complainants should be kept informed of the status of their complaint. Every attempt should be made to resolve escalated complaints within an additional 10 business days so that all complaints are resolved within 30 days of having been received.

Information from all parties will be sought in writing so that a comprehensive documentary record is created.

A summary of the complaints received including number and type will be reported annually to Bissell Centre’s Board of Governors.